IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:) Group Art Unit:	2642
	EDWARDS et al.) Examiner:	DEANE, JR.
Serial No.:	09/247,893) Confirmation No.:	8170
Filed:	February 10, 1999	/	TO RESTRICTION
Atty. File No.: 4366-33) <u>REC</u>	DUIREMENT
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Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

In an Office Action dated July 27, 2006, the Examiner issued a Restriction Requirement with regard to the above-identified patent application. Generally, the Examiner indicated that Claims 97-136, drawn to a method of determining if an agent should service work items of a first work type in a work processing facility, Claims 137-150, drawn to servicing work items of a work type and states of a contact center, and Claims 165 -178, drawn to a system for determining composite preference value were distinct inventions. Applicants hereby elect to prosecute Group I, Claims 97-136 in this patent application. However, Applicants respectfully reserve the right to pursue Claims 137-150 and Claims 165-178, in a subsequent divisional/continuation application.

Respectfully submitted,

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Date: August 23, 2006